

IBM

IBM

International Business Machines Corporation

10401 Fernwood Road  
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301/897-2000

March 23, 1981

cc: DIOH } 3/26  
DIOF }orig to DSTAT  
STAT

[Redacted]  
Director, Office of Data Processing  
Central Intelligence Agency  
Washington, DC 20505

Dear Bruce:

Historically, the administrative functions associated with contract renewals and late payments have been an on-going problem. This situation required both the Agency and IBM to spend substantial manpower to contain the problem at a reasonable level.

During the past 12 months, significant procedural changes took place that have virtually eliminated the problem. Although the Office of Logistics and the Office of Finance have contributed greatly, I believe the real difference maker was the automated equipment schedules originated and prepared by [Redacted] These schedules provide current, accurate data from which we can correctly order equipment, invoice products and services and permit the Office of Finance to quickly authorize payments. STAT

This effort has resulted in a significant improvement in productivity for IBM and I am sure for the Agency. Thank you for the business you have awarded us and I look forward to continuing a CIA/IBM partnership.

Sincerely,



Frank R. Keenan, Jr.  
Director, Special Agencies Marketing

FRK:kwc